



NEWS

For consumers and providers of in-home care services

Fall Issue ■ November 2005

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Progress in Our Early Years

By Charles Reed, HCQA Chair

It is very hard for me to believe that the Home Care Quality Authority has been in operation now for over three years. As I look back to the beginning days, I am impressed with what has been accomplished in this brief period of time. While it is true that the Board of the Home Care Quality Authority has been involved in the creation of a new small state agency, hiring staff and developing all the many policy and procedures needed to operate such an agency, our most important accomplishment is the establishment of a new entity in state government representing a consumer view that has as its primary focus the improvement of quality in-home services.

I have mentioned before in this newsletter that Washington State in my opinion has one of the best long-term care programs in the country. This does not mean, of course, that there is no need for improvement in the system. I understand there are many people in need of long-term care service that may have difficulty accessing needed services. I am also sure many people receiving services would say that the service they are receiving does not meet all their needs. I know there are providers of long-term care services that will say they are not being paid a high enough rate for the service they provide. I am sure that all of these issues and more will continue to be topics of discussion over the next few years. However, I am very pleased that over the past three years the Home Care Quality Authority has been involved in working with many individuals and groups in improving services in our States' in-home services program.

The consumer view of the long-term care system provided by the Home Care Quality Authority has been a very important factor as we work with the Governor, the legislature, other consumer groups, providers, administrators at the local and state level and Service Employees International Union, which represents the home care workers, in our attempt to improve long-term care services throughout the state. The board and staff of the Home Care Quality Authority have been united in efforts to assure that those in need of in-home services have the right to expect quality and dignity in the services they receive. I know that we will continue to do so in the years to come.

NOTE: Charley Reed has been re-appointed by Governor Christine Gregoire to serve another term as Chair, HCQA Board. Charley's term is effective July 2005 through July 2008.

We want to provide news and information important to you. If you have news ideas you'd like to share, email to jwood@hcqa.wa.gov

Consumers/Employers, We Would Like to Hear From You!

By Mindy Schaffner, Executive Director

This past month board members and staff have been involved in conducting informational forums throughout the state. Members have been asking for input from consumers/employers regarding long-term care issues that are important to them.

The legislature directed the Home Care Quality Authority (HCQA) to provide information to the Governor's designee during the collective bargaining process with the representative union for individual provider workers (Service Employees International Union). Specifically, the law requires the HCQA to communicate to the designee issues that are significant to employers of individual providers.

If you are a consumer of publicly-funded in-home services and employ individual provider workers, we would like to hear from you. We would like your input on the following questions:

1. What are the long term care issues that you think the negotiating team should be aware of as the collective bargaining process begins with the representative union for individual providers?
2. In review of the Consumer Rights section of the Negotiated contract with SEIU (see Article 20, below), what do you think should be considered for inclusion from the consumer/employer's perspective?
3. What barriers do consumer/employers encounter in obtaining (recruiting) Individual Provider or Personal Assistance Workers?
4. What are the challenges in retaining Individual Provider or Personal Assistance Workers?
5. What would you like to see happen over the next five years that would assist in the development of the consumer/employer and individual provider worker relationship?

You may email info@hcqa.wa.gov or call 866-580-4272 with your comments. Thank you for taking the time to give us your thoughts.

Article 20: Consumer Rights

Excerpted from 2005-2007 Collective Bargaining Agreement By and Between State of Washington and Service Employees International Union Local 775

20.1 Information Regarding Consumers. This agreement shall not be interpreted as to require the employer to release confidential personal information regarding any consumer of in-home care services to the union without the written permission of any such consumer. Personal information includes, but is not limited to: names, addresses, telephone numbers, email addresses, and identification numbers, including social security numbers or any other personal information regarding consumers.

20.2 Consumer Confidentiality. Union representatives and individual providers shall maintain strict standards of confidentiality regarding consumers and shall not disclose personal information pertaining to consumers obtained from any source unless the disclosure is with the express written consent of the consumer or compelled by legal processes or otherwise required by law.

20.3 Non-Waiver. The above enumerations of consumers' rights are not inclusive and do not exclude other rights not specified, including those rights and authority provided under the law. The exercise or non-exercise of rights retained by the consumer shall not be construed to mean that any right of the consumer is waived.

20.4 Consumers Not Subject to Grievance Procedure. No action taken by the consumer with respect to this article or any consumer rights shall be subject to the grievance and arbitration procedures provided for in this agreement.

RWRC Advisory Council Participants:

Cherie Tessier, Norm Parks and Joyce Parks,
PAS-Port for Change

Kate Sheffield, *PAS-Port for Change* and WPAS

Betty Schweiterman, WPAS

Sue Elliott, *Arc of Washington*

Suzanne Wall, *SEIU Local 775*

Stephanie Landaas, Brenda Carlstrom, Dennis
Mahar and Patrick Farrell, *HCQA Board
Members*

Paula Meyer and Shamim Bachelini, *Department
of Health*

Madeleine Thompson, *Workforce Training &
Education Coordinating Board*

Kristine Glasgow, *Aging & Long Term Care of
Eastern Washington*

Sue Closser and Sharon Bowers, *Sunrise
Services, Inc.*

Laurie Rockett, Gary Mersereau and Bonnie
Ross, *Employment Security Department*

Dave Pavelchek and Candiya Mann, *Washington
State University*

James Reddick, *DSHS Children's Administration*

Sue Poltl, *DSHS Division of Developmental
Disabilities*

Cathy Cochran, *DSHS Executive Administration*

Steve Kozak, *DSHS Division of Vocational
Rehabilitation*

Mindy Schaffner, Jackie Myers, Sherri Wills-
Green and Jane Wood, *HCQA staff*

RWRC Advisory Council Provides Direction

The RWRC Advisory Council met in Lacey on September 19, 2005. Each RWRC provided a detailed update of their activities and the council provided recommendations for programs such as Peer Mentor, Employee Recognition and Professional Development. The council also gave HCQA direction on effective ways to reach non-traditional potential workers through an upcoming outreach and marketing campaign.

Members of the council are listed here on the left; if you are interested in serving on the council or want more information, contact HCQA at 1-866-580-4272 or info@hcqa.wa.gov

HCQA Welcomes New Staff Member

HCQA is pleased to introduce its newest staff member, Lisa Livingston. Lisa comes from the private sector, where she owns and operates a web-based resource to gather information about residential living facilities.

Lisa's role at HCQA is to facilitate the roll-out of Referral and Workforce Resource Centers (RWRC). She will also lend her considerable experience in marketing and communications to various projects for existing RWRCs. Lisa can be reached at (360)725-2615.

Referral Services Update

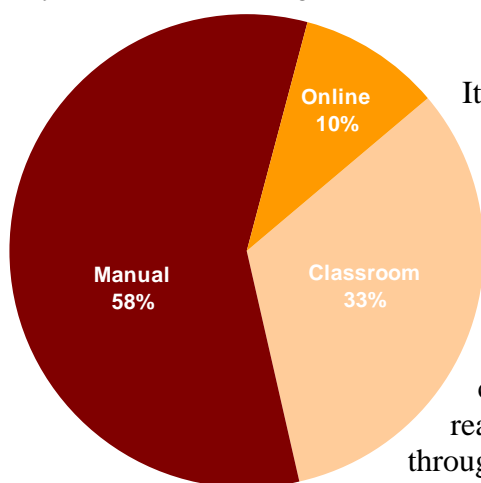
By Sherri Wills-Green, Referral Registry Program Manager

The Referral and Workforce Resource Centers (RWRC) continue to develop the pool of available workers within the Referral Registry database through outreach and recruitment efforts. Currently there are 633 active, qualified providers available to be referred to consumer/employers looking for a worker. To date, 310 consumer/employers (qualified by Home & Community Services, Developmental Disabilities, Children's Administration or Area Agency on Aging case managers) have requested a referral list with names of qualified providers.

Currently, 100% of all consumer/employer referral requests have resulted in a referral list that averages 7 names per list (i.e. the names of providers who match the employer's needs and preferences.) In October, 25% of referrals resulted in employment for providers who were hired to work for the consumer/employer. In addition to current services, HCQA recently issued a Request For Proposal (RFP) seeking bids for further development of additional RWRC's throughout the state. The RFP deadline was November 2, 2005 and HCQA is currently evaluating the proposals received with the assistance of an evaluation team that will determine which proposals best meet the RFP requirements. Additional RWRC's are anticipated to start up services in early 2006.

First Year Success of Safety Training

By Jane Wood, Training and Communications Manager



It is hard to believe that we are approaching the one-year anniversary of implementation of safety training. In this past year, **over 11,000** people took *Safety Training for Individual Providers* by self-study manual, online, or in a classroom. Additionally, we reached every single worker through our quarterly Safety

Newsletter. The training went through its first major revision in July. In early December, the manual will be available in eight languages: Spanish, Russian, Korean, Vietnamese, Cambodian, Chinese (Cantonese), Tagalog and Ukrainian. A rule which mandates the training for all individual providers (Chapter 257-05 WAC) went into effect in July. Coordination by HCQA, Department of Social and Health Services, Area Agencies on Aging and Sedgwick Claims Management Services ensures the safety training program runs smoothly.

REMINDER

As of July 1, 2005, ***all new individual providers*** (IP) must complete Safety Training within 120 days of working with their first DSHS consumer/employer. Safety Training for new IPs will be offered at the end of each Revised Fundamentals of Caregiving course throughout Washington.

IPs who are ***already employed*** as of July 1, 2005 and those who are not required to take Revised Fundamentals of Caregiving can continue to complete Safety Training in the following three ways:

1. Read the Safety Manual for IPs; OR
2. Complete online at <http://hcqa.sedgwickcms.com>; OR
3. Attend a Safety Seminar (courses are advertised in the Safety Newsletter and online at www.hcqa.wa.gov)

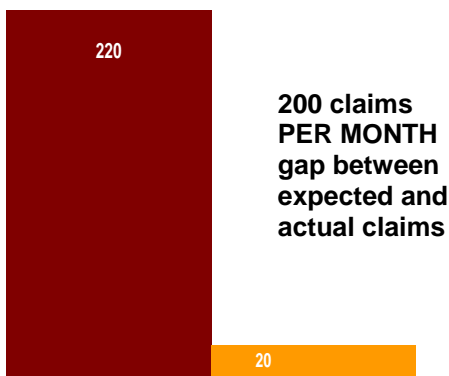
Call 1-800-416-1890 for a copy of the Safety Manual for Individual Providers.

NOTE: You must be currently employed and getting paid for your work as an IP in order to get paid for safety training.

Safety Training Curriculum Available

Safety Training for Individual Providers is a curriculum that is used across the state to train all individual providers by December 31, 2006. Because the curriculum was developed by Home Care Quality Authority, a state agency, it is a public record that can be shared freely. A large home care agency contacted us recently to use and adapt the curriculum for their staff. The home care agency currently employs over 1,000 workers in 19 Washington counties. In the past several months, the home care agency has incorporated parts of the safety curriculum in their new employee orientation and uses certain sections as refresher information for existing staff. Of particular interest to them: back injury prevention, including proper bending and lifting techniques. If your agency or organization would like a copy of the Safety Training for Individual Providers to adapt or use to improve your worker safety program, please contact Jane Wood at (360)725-2575.

Fewer Workers Compensation Claims Than Expected



Workers compensation went into effect on October 1, 2004 and has received less claims than expected. HCQA gathered claims information from Department of Labor and Industries, other states and local claims management companies to determine what kind of claims volume it could expect with a workforce of over 26,000 people. The chart here illustrates that HCQA expected 220 claims of workplace accidents and injuries each month, but actual claims are averaging 20 per month.

A strong injury prevention program and careful oversight of claims are thought to contribute to the low number of claims. This year, HCQA will continue to build on early success and will also explore ways to reduce the overall cost of the program.

WORKER RECRUITMENT VIDEO RELEASED

HCQA recently developed a recruitment video for people who are interested in becoming an individual provider. Interviews of workers, their employers, board members and community members share their perspective about the importance of in-home services and describe the realities of the job—as well as what skills and abilities are necessary for new workers. The video is currently available in DVD and VHS formats. Call (360)725-2575 or email jwood@hcqa.wa.gov to request a copy.

Supervisory Training Begins

Each Referral and Workforce Resource Center (RWRC) has begun offering supervisory training to all consumers/employers in their area who use the Referral Registry. The training consists of three courses over the next year to improve supervisory skills:

- How to Hire and Keep Good Staff (available now)
- Effective Supervision (available December, 2005)
- Communication and Conflict Resolution (available May 2006)

The curriculum was developed by a small committee comprised of consumers/employers—people who have experience in training, outreach, management and education. A larger group of people review and revise the curriculum.

The course is taught by consumers/employers to small groups of 12 or 13 participants, and involves a number of teaching and learning methods. Exercises, workshops, small group discussions and traditional instruction have been tailored to provide a rich learning experience for participants. For a copy of the student manual, or to get more information on class locations and days/times, contact Jane Wood at (360)725-2575.